

# DGS Communicator

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## DGS Employees Greet Our New Governor

On the first gubernatorial visit to DGS in more than eight years, Governor Robert L. Ehrlich Jr. was greeted with warm applause. He met with more than 125 employees in the Baltimore State Office Center Café in mid-February. Saying he considers State employees to be "quality professionals," the Governor said he is making the rounds to all State agencies and plans to visit all of them by April 18 — his 100th day in office.

"I am just here today to say 'Hello' and tell you I appreciate all your hard work," the Governor added. He told the employees — who have not had a raise in two years — that the state simply could not afford to pay them



**Welcome:** Secretary Rutherford presented Governor Ehrlich with a DGS baseball cap during the Governor's visit.

more until the budget situation improves. "We're in this together," he said. "We will rise and fall together."

Governor Ehrlich heaped praise on DGS Secretary Boyd Rutherford, calling him "one of the good guys." Secretary Rutherford earlier introduced himself to the gathering and declared he has "an open door policy" and is open to ideas that can make DGS more efficient.

In his remarks, the governor also scolded those who appear to be against government and its workers. "I've never been one to beat up government employees. You all make the State run."

For most of the employees,  
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## DGS Reorganization Plans Announced

Department of General Services Secretary, Boyd Rutherford recently announced a reorganization of the Department. The changes would become effective on a rolling basis.

"It is my goal to streamline DGS and make it more efficient," said Rutherford. "I am also committed to elevating the role of the DGS Police Force. In this day and age their role is of particular importance to the safety and security of State employees, visitors and facilities."

The most evident change to the organizational chart is the elevation of the DGS Police Department. Colonel Donald Biedenback will report to Deputy Secretary Steve Cassard in the Office of the Secretary as opposed to the Facilities Operations and Management Division in the previous organization.

The Information Technology, Fiscal Services and Personnel Offices will be combined into one Division. It will be called the Administrative Division. Charlie Stevenson, former Director of Personnel, will become the Executive Director of the new Division and report to the Deputy Secretary.

Alice Grove has become the facilities operator for the John R. Hargrove, Sr.  
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**Greeting the Governor:** DGS Employee Alice Grove greets the Governor

## A Message from the Secretary



Dear DGS Employees,

Now that I have been on board for a little more than two months, I must thank all the DGS employees I have met and worked with over this period. You have all made my transition and the learning process enjoyable.

During my short tenure, I have been impressed with the skill, competence, and commitment to government service of our employees. I recognize that DGS is a quality operation filled with quality people. However, as with any organization, there is room for improvement. I firmly believe that many of you are aware of how and where we can strengthen our processes that will enable DGS to improve the delivery of its services. That is one of the reasons I have the open door policy. I want to hear your ideas on how we can operate more effectively and efficiently.

As you will read in this newsletter, we have instituted some organizational changes, most of which are reversals of prior decisions or changes that were long sought but never implemented. Additional changes are likely to take place in the weeks and months ahead as I put my senior staff in place. I expect these individuals to review the operations of their respective divisions and suggest ways to improve their operations. They too will be seeking your advice.

Again, I wish to thank you for welcoming me to the DGS family.

Sincerely,

Boyd K. Rutherford  
Secretary

## Reorganization

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District Court Building. Previously, she had served as a Personnel Representative in the Personnel Office.

Other organizational changes include a reduction in the number of offices reporting to the Secretary's office. The General Counsel Office, the Government Affairs Office and the Public Information Office will be the only offices reporting directly to the Secretary in the new organization.

Dave Humphrey, former Communications Director, will be taking on a new role that will allow him to market DGS services to State and Local customer agencies, as well as other potential customers. Dave will focus his efforts on e-Maryland Marketplace, Visual Communications and Digital Imaging (VCDI), and the Maryland State Agency for Surplus Property.

Additional streamlining measures include the consolidation of the Procurement and Contracting Division with the Logistics/Special Projects Division. This new combination will be renamed the Procurement and Logistics Division. Tony Reed has become the Assistant Secretary to the new Division.

Diane Wilson has been appointed Assistant Secretary for the Facilities Operations and Maintenance Division. Mark Mascarenhas has taken on the role of Director of Operations within that Division.

Tom Genetti will continue in his position as Assistant Secretary of the Facility Planning, Design and Construction Division. Finally, Nelson Reichart has been named Assistant Secretary for the Real Estate Division.

## DGS Shorts...

As part of a strategy to increase "first responder" effectiveness, DGS is increasing the number of automated external defibrillators (AEDs) for use in State buildings managed by DGS. The portable devices, which can increase the likelihood of survival for victims of sudden cardiac arrest, are now available in 24 State buildings in Annapolis and Baltimore.

DGS recently announced a three-year extension of its contract with Science Applications International Corporation, which provides *eMaryland Marketplace*. Recognized nationally as a leader in eProcurement, *eMaryland Marketplace* has posted more than \$270 million in business opportunities on its Web site since its inception three years ago.

## Secretary Rutherford Brings New Faces to DGS

Many of you have probably noticed a handful of new faces around the office over the last few months. As part of the reorganization process, Secretary Rutherford has brought several new employees on board. They bring a wide range of talents and skills to the DGS team.

**Tony Reed** has been appointed Assistant Secretary for the Division of Procurement and Logistics. He comes to DGS from TR Consultants. TR Consultants is a business venture that Tony launched in 1999. He managed property, solicited new accounts and spent time increasing overall service and sales. In addition to his entrepreneurial pursuits, Tony has worked for Environmental Enterprise/Enterprise Foundation. As the Executive Director, he managed contracts for local and county government along with the Washington, D.C. Housing Authority, the Baltimore City Housing Authority and Baltimore Gas and Electric (BGE). Tony is a retired New Jersey State Trooper and the former Director of Public Works for Newark, New Jersey.

**Diane Wilson** is the Assistant Secretary for the Division of Facilities, Operations and Maintenance. Prior to joining DGS, she was a Facilities Manager for the University of Maryland Medical System (UMMS). Diane was responsible for approximately one million square feet of space at the downtown campus on Greene Street. She developed scope and preliminary estimates of renovation projects, coordinated the prioritization and completion of maintenance requests, and facilitated the exchange of information with customers regarding the status of projects and work order requests.

**Mark Mascarenhas** is the Department's new Director of Operations within the Division of Facilities, Operations and Maintenance. Prior to joining DGS, he

worked for the U.S. General Services Administration (GSA). At GSA Mark served as Special Assistant to the Commissioner/Audit Coordinator of Public Building Services Division within the Office of Building Operation. In addition to his work with the GSA, Mark was employed with the Republican National Committee (RNC) from 1985 to 2001. There he served as a Special Assistant to the Chairman and Personal Assistant to the Chief of Staff. Mark's previous experience also includes working as a union carpenter.

**Nelson Reichart** has been appointed Assistant Secretary for the Real Estate Division in the Department of General Services (DGS). Prior to joining DGS, he worked for the Washington Metropolitan Area Transit Authority. There Nelson served as the Head of the Property Management Section. He was responsible for the sale of excess real estate and the management of non-operating real property. Nelson started his career with the Transit Authority as a Realty Specialist. In this role, Nelson acquired and sold excess property for the Authority. During his tenure with the Transit Authority, Nelson sold or had under contract over six million dollars worth of real estate.

**Anne Hubbard** is the new DGS Public Information Officer. She comes to DGS from the Howard County Council where she worked for Councilman Chris Merdon. Anne has also served as Deputy Press Secretary in Ellen Saurbrey's 1998 gubernatorial campaign and in the office of U.S. Senator Bill Frist. In addition to her political work, Anne has worked for a public relations firm, as well as in Towson University's Department of Public Relations.

Please welcome these new employees to DGS. They will be working with us to make DGS all that it can be.



**High Visibility:** DGS Police officer Kenneth Lindeman walks his post on State Circle near the Maryland State House.

## DGS Steps Up Security Across the State

As our nation faces war with Iraq, we have been asked by Governor Ehrlich to prepare the State for unforeseen emergencies. The Governor held a Cabinet meeting recently to present a preparedness overview for Maryland.

Each department has a specific job during an emergency. DGS has always taken the responsibility for all State owned buildings seriously. However, in these circumstances we must increase our vigilance even more to ensure the safety of our State owned facilities and the citizens and employees in them.

As a result, you have noticed increased internal and external security at all State buildings. Should the Federal Government increase the Terrorist Alert from orange to red, more security measures will be taken. It is important that all DGS employees do their part to make security a top priority over the next several months. We certainly hope that there won't be a terrorist related incident, but if one occurs it is of utmost importance that we are prepared to respond.





**Sign of the Times:** Albert S. Westbrook, Sr. carefully applies Governor Ehrlich's name to the wall outside of the Secretary's Office

## Operation Facilities "Sign Guy" Busy At Work

Albert S. Westbrook, Sr. has been a busy man lately. Wes, as most people know him, has been diligently changing signs and photographs throughout the State office complex to reflect the change in the State Administration.

During this transition period, Wes says he has done eight agency signs and 16 sets of pictures. He estimates that there are about three to four pictures per set. Each sign has an average of 130 letters. So, we can estimate that with this transition, Wes has done over 2,000 letters.

Wes says it takes about two hours to do each agency sign - about half an hour to take it down and clean it up, and 1.5 hours putting up the new signs. The process for changing signs involves scraping off the old letters, cleaning off the glue, repainting the wall, lining up the new letters and then gluing them on.

Wes is certainly up to the job. He is trained in commercial art and drafting. Wes says he enjoys doing the signs and pictures, as it is "something different," but says that he also is very happy elections (and transitions) come only once every four years.

*\*Andrew Krug contributed to this article.*

## DGS MISSION

The Department of General Services serves Maryland and its citizens by supporting other State agencies in achieving their missions.

## Greet Our New Governor

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the pep talk served its purpose, many saying they can't remember the last time a Governor had visited DGS.

The Governor was accompanied on his visit by Deputy Chief of Staff Ed McDonald.

In addition to Governor Ehrlich's DGS visit in Baltimore, he also paid a visit on March 3, 2003 to the DGS Central Services Building at 29 St. Johns Street. According to Colonel Biedenback, this was the first time in memory "if not ever" that a Governor had visited the facility. Governor Ehrlich wanted to visit the staff and facilities personnel so that he could personally thank them for their hard work during the snowstorm and their work on the State House and Government House.

## DGS IMPACT!

The DGS Police Department employs a total of 240 officers and building guards. They ensure our safety and the safety of State owned facilities on a daily basis.

The Officers must complete a six month training program to become certified by the Maryland State Police. The officers are also required to complete 40 hours of in-service training annually. This training program is focused on counter terrorism and customer service initiatives.

The Building Guards who check IDs and issue visitor's passes also receive customer service training and they learn to identify potential security problems.

## Report from Annapolis

Annapolis legislators are currently considering a total of 47 pieces of legislation that will have some impact on DGS. According to Jerry Krasnick, DGS Legislative Liason, the Department has considered all pertinent legislation and has formed an opinion on most of it.



Among the 47 pieces of legislation are a variety of bills that focus on improving the environment. "This reflects a national trend toward more environmentally friendly public policy," says Krasnick. "Legislators are looking at more efficient ways to construct buildings, improve the work environment and they want the State to buy more fuel efficient vehicles."

Bills under consideration include a bill requiring the State to construct more Green Buildings using LEED guidelines established by the Maryland Green Building's Council. Another Bill would form the Office of Indoor Air Quality within the Department of the Environment. In addition to green buildings and air quality related legislation, there is also a proposal to require the State to purchase more alternative fuel or electric hybrid vehicles for State vehicle fleets.



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